

RETURNED GOODS POLICIES

These return policies have been established to provide the most efficient handling of returned goods. The following policies will help us expedite the return process and eliminate many problems associated with discrepancies, unsaleable goods and products that are not returnable.

TYPES OF RETURNS

1. Shipping errors, order interpretation errors, customer order errors.

In these situations, we ask that you notify our office immediately. Corrections must be made within 30 days from order date. These returns will carry no restocking charge.

2. Damaged, defective or otherwise unsaleable product returns.

All products that are deemed defective and unsaleable may be returned and credit will be issued upon approval of the manufacturer or manufacturer representative.

Spray guns and air tools are not issued credit. These items are sent to the manufacturer or the proper repair station for repair or replacement, whichever is consistent with the manufacturer warranty.

3. Customer inventory adjustment

- a. Products must have been purchased from IQ Refinish.
- b. Products must be listed on the website.
- c. Items damaged during storage are not returnable.
- d. All products must be in the original boxes/packages. Please do not write on boxes.
- e. Products with expired shelf-life dates are not returnable.

4. Our credit return terms

- a. Credit will be issued at the purchase price if product is returned within 60 days.
- b. Items returned after 60 days will be subject to a 10% restocking fee
- c. Items returned after 90 days will be subject to a 15% restocking fee

Please note that freight damaged items are legally the responsibility of the common carrier. Don't forget to file freight claims and note damaged goods.

CUSTOMER RGA REQUEST FORM

Email request to: websales@iqrefinish.com

Required on ALL pages

Page _____ Of _____

Account # _____

Customer Information

| | | |
|---|---------------|------|
| Account # | Name | |
| Reference # (To display on actual credit) | Email Address | |
| Contact Name | Phone | Date |
| Customer Branch/Location (If applicable) | | |

Item Information

Note: All returns are subject to inspection and do not guarantee credit.

| QTY | LINE CODE | PART NUMBER | REASON FOR RETURN | DEFECTIVE Y/N | BATCH CODE (If Applicable) |
|-----|-----------|-------------|-------------------|---------------|----------------------------|
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- PLEASE COMPLETE TOP SECTION OF FORM TO EXPEDITE REQUEST
- IF NECESSARY, PLEASE USE ADDITIONAL FORMS OR ATTACH SUPPORTING DOCUMENTS
- PLEASE CONTACT CUSTOMER SERVICE WITH ANY QUESTIONS
- PLEASE CONTACT CUSTOMER SERVICE IF YOU DO NOT RECEIVE AN RGA FORM WITHIN 2 BUSINESS DAYS OF YOUR FAXED RGA REQUEST

OFFICE USE ONLY

RGA System # _____

Employee _____